



Social Welfare Board

Linda Judah
Executive Director

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Robert Stuber, MD
Medical Director

Serving the healthcare needs of the underserved of the City of St. Joseph and Buchanan County since 1913.

Deborah Borchers
Operations Director

Social Welfare Board Board of Directors Minutes February 28, 2023

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Hon. Dan Kellogg
Nancy Nash
Rex Robinson
Tom Russell

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Dr. Robert Stuber called the February 28, 2023 board meeting to order at 3:00 p.m. from the Rogers' Pharmacy conference room, 3705 N. Belt Highway, St. Joseph, MO.

Board members present: Dr. Stuber, Tom Russell, Nancy Nash, and Rex Robinson.
Board members absent: Honorable Dan Kellogg, Carol Burns
Staff present: Deborah Borchers and Jeanne Swope

I. Minutes: The board reviewed the minutes of the January 24, 2023 meeting. Nancy Nash moved to approve the minutes; Rex seconded the motion. Motion carried.

II. Old Business: None

III. New Business:

A. Jeanne Swope reviewed the Social Welfare Board financials for January. We ended the month with a net income of \$3,644.13 and year to date net income of \$7,370.57. Deborah reviewed the Title X income statement. This report just details expenses allocated to the Westside Clinic. There weren't any FOFC financials this month.

B. Deborah Borchers, Executive Director's report is as follows:

Personnel: We are in the process of searching for a LPN in medical and a medical assistant in Westside.

CHW's:

- *Work continues with the CHW State grant for COVID messaging and outreach.
- *CHWs are contacting the Food Kitchen to arrange to be there during lunch.
- *Prepared a poster with tear off strips to post in variety of places in the city.
- *Had our monthly CHW meeting with Robin Hammond, YA Executive Director.
- *Meet with CHWs on a bi-weekly basis.

Revised 11/22



Recognized by the NCQA for our quality of patient care.

2023 MAR 22 PM 3:40

CITY CLERK

Westside:

- *Continuing to work with MFHC and Athena to amend necessary CVR report for mandated reporting needs. Shahil from Athena messaged us that there would be a charge for the CVR report. This was discussed with Christine, our Athena case manager, she had previously stated that there would be no charge. I was notified by Christine from Athena that she “made a mistake” and CVR will cost \$9,000 to \$12,000. Sent letter to Kelly Dionne, Christine’s manager to discuss reliance upon Athena assigned customer manager.
- *Managing 2022-23 work plans for Title X program and communicating updates to staff
- *Received \$5,000 from Mosaic’s Auxiliary to fund mammograms.
- *SMHW program notified SWB that they are reducing our grant from \$90,000 to \$80,000 for the FY. However, we were allowed to submit a request to use the \$10,000 for navigation services. Our request was approved but we are awaiting the contracts.
- *The medical assistant was terminated due to excessive absenteeism. The position was posted. We hired Natalie Lemmon.

Medical:

- *Dr. Stuber, Linda and I met with Mosaic leadership staff: Michael Poore, Tony Claycomb, and Dr. Davin Turner. Discussed interface with Epic and Athena for SWB and volunteer physicians.
- *Ongoing facilitation of the medical/provider staff meetings. A schedule of meetings for 2023 was distributed. Several months ago, we combined the medical and Westside meetings. This was not productive for Westside so we are going back to separate meetings.
- *Held a Provider meeting to review NCQA requirements; discuss personnel changes; etc.
- *Re-hired Anita Lehr to replace Nicole. Nina has been hired by Cameron Memorial to train as an OR nurse so we are back to looking for another LPN. Posted job opportunity on Indeed; Metropolitan Community College; North Central Missouri College, Concorde Community College.
- *Roxy Perlera, front desk, gave her notice. We posted the position and hired Marissa Thomas. Sherry decided to abandon her position at the front desk so we are posting her position.
- *UMKC medical students assigned to Mosaic have been in clinic training with Dr. McMillen.
- *Attended Zoom meetings on Roadmap to Health Equity report requirements. Report due in June.
- *Applied to NAFC to participate on national committees. Was selected to be a member of Public Policy Committee and the Advisory Group Committee.
- *Met with MWSU students regarding the proposal for the SWB. Provided feedback on

ideas contained in proposal.

*Started working on FY 22-23 budget for Social Welfare Board.

Agency as whole:

*Received notice from the County Commission that the SWB is going to receive a one time donation to FOFC for increased supplies costs in the amount of \$41,250. The SWB will also get the full 5% increase that we requested for this year's allotment.

This was the direct result of Dwight Scroggins working on behalf of the clinic.

*Continue to work through electronic medical record (EMR) issues with staff and Athena.

*Continue to build various reports in Athena

*Bi-weekly meeting with our ATHENA customer service manager.

*Continue to issue the monthly Clinic Beat.

*Work continues with MWSU communication students to conduct a market analyses on the Social Welfare Board's name; public perception of the clinic; branding and messaging. Per the students' research findings they will develop a plan of action for SWB leadership to review, discuss and begin. Students returned to class on January 17, 2023. They are working on suggested names for the clinic.

*Met with Julie Garey regarding social media. She recommended that we take a numerous photos of individuals and events. She said there is an increase on the social media account when we post new photos. We are taking photos of the UMKC med students and NP students. She is also going to post something about Roxana Perlera, medical intake, as she speaks Spanish.

*Went to lunch with Kristi Arthur, FOFC President. We discussed marketing plans for SWB; funding; and possible FOFC board candidates. In the future, we are going to go to lunch the week before the FOFC meeting.

*Participated in the Care for Racial Equality on Thursday, January 26th. This was a communitywide event held by First Christian Church. Pastor Brian Kirk is preparing a grant to implement the ideas generated by the group.

*Attended the Chamber Banquet representing the Social Welfare Board.

*Mayor visited the Clinic on January 9th. He was supposed to come in December with the City Council members but he was ill.

DENTAL:

*Working on CDBG grant which is due March 3rd.

2. Operational Updates/Needs:

* Clinic Stats/volumes: Deborah presented the stats for February as follows:

MEDICAL CLINIC

Scheduled	Total Seen	Capacity	Average Seen Per Day	% Capacity
454	351	444	10	80%

WESTSIDE CLINIC

Scheduled	Total Seen	Capacity	Average Seen Per Day	% Capacity
203	124	240	9	52%

DENTAL CLINIC

Scheduled	Total Seen	Capacity	Average Seen Per Day	% Capacity
316	268	336	8.0	80%

* EMR update: Bi-weekly meetings with Athena' Customer Service Manager continue. Mosaic will switch to Epic on March 4, 2023. All providers and staff, who need access to Epic, have been submitted to obtain access to EpicCare.

* Missouri Family Health Council and the Social Welfare Board will met with representatives from Athena to determine how to obtain the information needed for the Client Visit Record (CVR).

* Community Development Block Grant – The Board needs to authorize Deborah Borchers to submit a grant request for the CDBG grant. Rex made the motion to approve Deborah to submit a funding proposal to the CDBG. Tom seconded the motion. Motion was approved.

* MSWU Capstone Project – Deborah reviewed the presentation from the MWSU students involved in the capstone project. The project was to develop methods for the Social Welfare Board to be better known. This might involve rebranding to better encompass the services offered by the SWB.

* Patient Comments – Deborah provided the board members with a copy of a thank you note received from a patient. The patient had used our dental clinic services and was very impressed. She donated \$25 to the dental clinic.

* The board discussed the problems being encountered with filling open positions within the clinic.

Meeting adjourned at 4:45 PM. Next board meeting scheduled for March 21, 2023 beginning at 3:00 pm.

Robert Stuber, MD

Dr. Robert Stuber, President

Deborah Borchers

Deborah Borchers, Executive Director